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ABSTRACT

The focus of this collection of papers about library reference service is on the community outside the library, rather than the special populations served within it. "Conflicts in Value Systems" (Allen B. Veaner) is an overview of the major conflict areas facing the library profession today. "Reference Services for Off-Campus Students and Faculty" (Barbara Pease and Coleen Power), "Reference Service in Rural Public Libraries: Issues and Trends" (Karin E. Ford), and "Cooperative Reference Service" (Carl F. Orgen) all recognize that reference service has moved beyond the library walls, and libraries are serving more constituents in more locations. "Reference Librarians in the Information Age: Learning from the Past to Control the Future" (Cindy Faries) and "The High Cost of Reference: The Need to Reassess Services and Service Delivery" (Karen Storin Summerhill) demonstrate an acute awareness of the cost of reference services. The interrelationship of libraries and technology is the subject of "The Emerging National Information Infrastructure and Reference Services" (Craig A. Summerhill), "The Challenge of CD-ROMs for Libraries" (Robert L. Bolin), and "Planning Online Reference Services for the 90s" (Ron Force). Several articles take a close look at aspects of the relationship between libraries and education: "Education for Reference/Information Service: A Quantitative and Qualitative Analysis of Basic Reference Courses," (Ronald R. Powell and Douglas Raber) "Competence and the New Paradigm: Continuing Education for the Reference Staff," (Darlene E. Weingand) and "Improving Reference: Preliminary Thoughts on a Return to the Classroom" (Eugene A. Engeldinger). "Roles of the Head of Reference: From the 1990s to the 21st Century" (Mary Nofsinger and Allan Bosch) and "Plan for Service: Professional and Non-Professional Reference Staff" (Adrien Taylor) take a look at the roles of the reference staff. "Evaluating Reference Services and Reference Personnel: Questions and Answers from the Literature" (Charles A. Bunge) is a fitting conclusion to the volume since evaluation of services and personnel is necessary in the changing context of libraries. (MAS)